



# Registered Apprenticeship Standards

National Program Standards
  National Guidelines for Apprenticeship Standards  
 Local Apprenticeship Standards

**Insert Name of Sponsors' or Organization:**

NATIONAL PROPANE GAS ASSOCIATION (NPGA)

**Occupation(s):** Service Technician (Propane)

**O\*NET-SOC Code: 49.9021.01 RAPIDS Code:** \_\_\_\_\_

Developed in Cooperation with the  
U.S. Department of Labor  
Office of Apprenticeship

Approved by the  
U.S. Department of Labor  
Office of Apprenticeship

Registered By: \_\_\_\_\_

Certified by: \_\_\_\_\_  
*(Sign here manually for National Guidelines  
for Apprenticeship Standards Only)*

Title: \_\_\_\_\_  
Office of Apprenticeship

Date: \_\_\_\_\_

Registration Number: \_\_\_\_\_

Check here if these are revised standards



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## SECTION I – STANDARDS OF APPRENTICESHIP 29 CFR § 29.5

**A. Responsibilities of the sponsor:** *National Propane Gas Association (NPGA) (Sponsor)* must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) parts 29 and 30, and all relevant guidance issued by the Office of Apprenticeship (OA). The sponsor must fully comply with the requirements and responsibilities listed below and with the requirements outlined in the document “Requirements for Apprenticeship Sponsors,” available at: [www.doleta.gov/oa/boilerplates/](http://www.doleta.gov/oa/boilerplates/).

Sponsors shall:

- Ensure adequate and safe equipment and facilities for training and supervision and provide safety training for apprentices on-the-job and in related instruction.
- Ensure there are qualified training personnel and adequate supervision on the job.
- Ensure that all apprentices are under written apprenticeship agreements incorporating, directly or by reference, these standards and the document “Requirements for Apprenticeship Sponsors,” and that meets the requirements of Title 29, CFR part 29.7. Form ETA 671 may be used for this purpose and is available upon logging into RAPIDS.
- Register all apprenticeship standards with the U.S. Department of Labor, including local variations, if applicable.
- Submit apprenticeship agreements within 45 days of enrollment of apprentices.
- Arrange for periodic evaluation of apprentices’ progress in skills and technical knowledge and maintain appropriate progress records.
- Notify the U.S. Department of Labor within 45 days of all suspensions for any reason, reinstatements, extensions, transfers, completions and cancellations with explanation of causes. Notification may be made in RAPIDS or using the contact information in Section K.
- Provide each apprentice with a copy of these standards and Appendix A, any applicable written rules and polices, and require apprentices to sign an acknowledgment of their receipt. If the sponsor alters these standards or any



Appendices to reflect changes it has made to the apprenticeship program, the sponsor will obtain approval of all modifications from the Registration Agency, then provide apprentices a copy of the updated standards and Appendices and obtain another acknowledgment of their receipt from each apprentice.

**B. Minimum Qualifications - 29 CFR §29.5(b)(10)**

An apprentice must be at least 16 years (Enter an age of at least 16 years) of age, except where a higher age is required by law, and must be employed to learn an apprenticeable occupation. Please include any additional qualification requirements as appropriate(optional):

- There is an educational requirement of a high school diploma, General Education Development (GED), equivalency or other high school equivalency credential. Applicant must provide an official transcript(s) for high school and any post-high school education. Applicant must submit the GED certificate or high school equivalency credential if applicable.
- There is a physical requirement of that applicant must be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others. Applicants must pass a physical agility test, fitness test, and/or screen for the current illegal use of drugs as required by NPGA and/or employer prior to final acceptance into the program and employment.
- The following aptitude test(s) will be administered If the employer requires an aptitude test, the applicant must pass each section as determined by the employer. The Registering Agency will be notified of any employer test and the threshold for passing prior to the agreement with the employer.
- A valid driver’s license is required.
- Other The applicant must be eligible to obtain a CDL license prior to completion of the program. or as determined by the employer.

*(List all other requirements)*

**C. Apprenticeship Approach and Term - 29 CFR § 29.5(b)(2)<sup>1</sup>**

The apprenticeship program (s) will select an apprenticeship training approach. See Appendix A to select approach. NPGA will implement a competency-based program using industry developed courses and on the job learning/training.

**D. Work Process Schedule and Related Instruction Outline - 29 CFR § 29.5(b)(4)<sup>2</sup>**

Every apprentice is required to participate in related instruction in technical subjects related to the occupation. Apprentices **may** be paid for hours spent attending related instruction classes. This will be determined by the individual employer. Insert Work Process Schedule and Related Instruction Outline at Appendix A.

**E. Credit for Previous Experience – 29 CFR § 29.5(b)(12)**

NPGA may grant credit toward the term of apprenticeship to new apprentices. Credit will be based on demonstration/verification of previous skills or knowledge equivalent to those identified in these standards. Apprentice applicants seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts,



records, affidavits, etc. that may be appropriate to substantiate the claim. *NPGA (Sponsor)*, in collaboration with the employer and/or education/training institution will evaluate the request for credit and make a determination during the apprentice's probationary period.

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Additional requirements for an apprentice to receive credit for previous experience (optional):

*An applicant who is a veteran and wishes to receive consideration for military training and/or experience must submit a DD-214 (or other required form). The applicant may submit documentation of licenses such as CDL.*

**F. Probationary Period – (29 CFR § 29.5 (b)(8) and (20)**

Every applicant selected for apprenticeship will serve a probationary period of *3 months* which may not exceed 25 percent of the length of the program or 1 year, whichever is shorter. This period will be credited toward completion of the apprenticeship program. During the probationary period, either the apprentice or NPGA may terminate the apprenticeship agreement without stated cause, by notifying the other party in writing. The records for each probationary apprentice will be reviewed prior to the end of the probationary period. Records may consist of periodic reports regarding progression made in both the OJL and related instruction, and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period will be given full credit for the probationary period and continue in the program.

After the probationary period, the apprenticeship agreement may be cancelled at the request of the apprentice or may be suspended or cancelled by NPGA for reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action. In such cases, the employer will notify NPGA of concerns who will provide written notice to the apprentice and to the Registration Agency of the final action taken.

**G. Ratio of Apprentices to Journeyworkers - 29 CFR § 29.5 (b)(7)<sup>3</sup>**

Every apprenticeship program is required to provide an apprenticeship ratio of apprentices to professional service technicians (journeyworkers) for adequate supervision. Insert ratio at Appendix A.

**H. Apprentice Wage Schedule - 29 CFR § 29.5 (b)(5)<sup>4</sup>**

Apprentices must be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly service technician (journeyworker)



wage rate. Insert the progressive wage schedule at Appendix A. This will be based on local employer and labor market rates.

## I. Equal Employment Opportunity and Affirmative Action

### 1. Equal Opportunity Pledge—29 CFR §§ 29.5(b)(21) and 30.3(c)(1)

*NPGA and participating employers* will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40-years old or older.

*NPGA* will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

[Optional] The equal opportunity pledge applies to the following additional protected bases (as applicable per the sponsor’s state or locality):

*NPGA and the employer will comply with any and all state and local regulations.*

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<sup>3</sup> If seeking registration for multiple occupations, please list ratios in Appendix A.

<sup>4</sup> If seeking registration for multiple occupations, please list wage schedules in Appendix A.

### 2. Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 30.4, and 30.10

*NPGA* acknowledges that it will adopt an affirmative action plan in accordance with 29 Title CFR § 30.4-30.9 (required for sponsors with five or more registered apprentices by two years from the date of the sponsor’s registration or by two years from the date of registration of the program’s fifth (5<sup>th</sup>) apprentice). Information and technical assistance materials relating to the creation and maintenance of an affirmative action plan will be made available on the Office of Apprenticeship’s website.

### 3. Selection Procedures - 29 CFR § 30.10

The sponsor has adopted the following selection procedures, consistent with the requirements set forth in 29 CFR § 30.10(b):

*The selection of apprentices will be a collaborative effort between NPGA and the participating employer. NPGA, directly or through participating employers, will accept applications from: 1. Current employees in the industry, 2. Current students in CDL or related service technician programs recommended by instructor(s), or 3. Persons currently not in the industry who are recommended by employers. Applications will be reviewed by NPGA. The employer will interview the applicant and submit a*



*recommendation to NPGA. Over the next two years, NPGA and representative employers will develop a final selection process that will be used by any employer and education/training institution(s).*

*(Add additional pages to these Standards to continue as necessary)*

**J. Complaint Procedures - 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12<sup>5</sup>**

If an applicant or an apprentice believes an issue exists that adversely affects the apprentice's participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief through one or more of the following avenues:

1. For all issues covered by a collective bargaining agreement (CBA) apprentices must seek resolution through the applicable procedures contained in the CBA. *(if applicable)*

**2. EEO Complaint Procedures – 29 CFR § 30.14:**

An apprentice, applicant for apprenticeship, or authorized representative of an apprentice or applicant may file a complaint with the Registration Agency if the apprentice if the apprentice or applicant believes that

- The apprentice or applicant has been discriminated against or harassed based on race, color, religion, national origin, age (40 or older), genetic information, disability, sex or sexual orientation with regard to apprenticeship

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<sup>5</sup> Nothing in these complaint procedures precludes an apprentice from pursuing any other remedy authorized under another Federal, State, or local law.

- The apprentice or applicant has been retaliated against for the following:
  - Filing a complaint alleging a violation of 29 CFR § 30;
  - Opposing a practice prohibited by 29 CFR § 30 or federal or state equal opportunity law;
  - Furnishing information to, or assisting or participating in, an investigation or proceeding under 29 CFR § 30 or federal or state equal opportunity law;
  - Exercising any rights and privileges under 29 CFR § 30; or
  - Equal opportunity standards with respect to the apprentice's selection or any other benefit, term, condition, or privilege associated with apprenticeship have not been followed in the operation of an apprenticeship program.

Complaints must contain the complainant's name, address, telephone number, and signature, the identity of the respondent, and a short description of the actions believed to be discriminatory, including the time and place. Complaints must be filed within 30



days of the alleged discrimination. Complaints of discrimination should be directed to the following contact:

Name: *Michael A. Caldarera, Sr. Vice President, Regulatory & Technical Affairs*

Address: *NPGA, 1899 L Street NW Suite 350*

*Washington DC 20036*

Telephone Number: *202-466-7200*

Email Address: *mcaldarera@npga.org*

Sponsors must provide written notice to all applicants for apprenticeship and all apprentices of their right to file a discrimination complaint and the procedures for doing so. The notice must include the address, phone number, and other contact information for the Registration Agency that will receive and investigate complaints filed under this part. The notice must be provided in the application for apprenticeship and must also be displayed in a prominent, publicly available location where all apprentices will see the notice. The notice must contain the specific wording set forth at 29 CFR § 30.14(b).

### **3. Other General Complaints**

- a. For complaints concerning issues covered by the apprenticeship agreement or standards but not covered by a CBA or concerning discrimination or other equal opportunity matter, *NPGA (Sponsor)* will hear and attempt to resolve the matter locally if written notification from the apprentice is received within 30 days of the alleged violation(s). The sponsor will make such rulings as it deems necessary in each individual case within 45 days of receiving the written notification. Either party to the apprenticeship agreement may consult with the Registration Agency for an interpretation of any provision of these standards over which differences occur. The name, address, phone number and/or email address of the appropriate authority to receive, process, and dispose of complaints covered by this paragraph is:

Name: *Michael A. Caldarera, Sr. Vice President, Regulatory & Technical Affairs*

Address: *NPGA, 1899 L Street NW Suite 350*

*Washington DC 20036*

Telephone Number: *202-466-7200*

Email Address: *mcaldarera@npga.org*

- b. Any complaint described in (a) that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency. Such complaints must be in writing and signed by the complainant or the authorized representative and must be submitted within 60 days of any final sponsor decision. The complaint must set forth the specific matter(s) complained of and state the relevant facts and circumstances.



Copies of any pertinent documentation must accompany the complaint. Complaints may be filed with the Registration Agency at:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**K. Registration Agency General Contact Information 29 CFR § 29.5(b)(17)**

The Registration Agency is the United States Department of Labor’s Office of Apprenticeship. General inquiries, notifications and requests for technical assistance may be submitted to the Registration Agency using the contact information below.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13 (a) (7)**

States must accord reciprocal approval for Federal purposes to apprentices, apprenticeship programs and standards that are registered in other States by the Office of Apprenticeship or a Registration Agency if such reciprocity is requested by the apprenticeship program sponsor.

Program sponsors seeking reciprocal approval must meet the wage and hour provisions and apprentice ratio standards of the reciprocal State.

**SECTION II - APPENDICES AND ATTACHMENTS<sup>6</sup>**

- Appendix A** – *Work Process Schedule, Related Instruction Outline, Apprentice Wage Schedule, Ratio of Apprentices to Journeyworkers, Type of Occupation, and Term of Apprenticeship*
- Appendix B** – *ETA 671 - Apprenticeship Agreement (To be completed after registration)*
- Appendix C** – *Affirmative Action Plan (Required within two years of registration unless otherwise exempt per 29 CFR §30.4(d))*
- Appendix D** – *Employer Acceptance Agreement (For programs with multiple-employers only)*





<sup>6</sup> Prospective Sponsors may seek technical assistance with the Office of Apprenticeship in the development of the attachments.



**SECTION III – COLLECTIVE BARGAINING PROVISIONS (IF APPLICABLE)**

The employer or employer association must furnish to any union that is a collective bargaining agent of the employees to be trained a copy its application for registration and of these Standards, including all attachments. This will be provided if applicable.

The \_\_\_\_\_ *(Sponsor, Sponsor Association or Organization)*  
and \_\_\_\_\_ *(Union or Labor Organization)* hereby adopt  
these standards of apprenticeship on this \_ day of \_\_\_\_\_ *(Month, Year)*.

\_\_\_\_\_  
*Signature of Management (designee)*  
*(Requires Manual Signature)*

\_\_\_\_\_  
*Signature of Labor (designee)*  
*(Requires Manual Signature)*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Signature of Management (designee)*  
*(Requires Manual Signature)*

\_\_\_\_\_  
*Signature of Labor (designee)*  
*(Requires Manual Signature)*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Printed Name*



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## SECTION IV - SIGNATURES

### OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The undersigned sponsor hereby subscribes to the provision of the Apprenticeship Standards formulated and registered by the National Propane Gas Association (*Sponsor*). The signatories acknowledge that they have read and understand the document titled "Requirements for Apprenticeship Sponsors" available at: [www.doleta.gov/oa/boilerplates/](http://www.doleta.gov/oa/boilerplates/), and that the provisions of that document are incorporated into this agreement by reference unless otherwise noted.

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*Signature of Sponsor (designee)*

*(Requires Manual Signature)*

Michael A. Calderera

**Printed Name**

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## SECTION V - DISCLOSURE AGREEMENT *(Optional)*

I, Michael Calderera (*Sponsor Representative*), acting on behalf of National Propane Gas Association (*Sponsor*) authorize OA to share the Work Process Schedule and Related Instruction Outline in Appendix A with other potential apprenticeship sponsors.

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*Signature*

*(Requires Manual Signature)*

Michael A. Calderera

**Printed Name**